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**Mr. Brady.** *Could your office compile a list of the financial institutions where we are having those problems –*

**Answer**

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For our review, *Direct Deposit Changes Initiated Through Financial Institutions and the Social Security Administration's Internet and Automated 800-Number Applications (A-14-12-21271)*, we identified a population of 3,437 suspicious direct deposit changes initiated through financial institutions (FI)<sup>1</sup> that were made to Title II accounts. These changes were initiated in September or October 2011, and followed by a report of a non-receipt of payment, followed by another direct deposit change for the same beneficiaries.

Within these 3,437 changes, we identified 29 routing numbers of FIs where benefits were redirected more than 10 times per routing number. The 29 routing numbers represented nine FIs, identified in the table below. Further, 2,502 (73 percent) of the 3,437 changes were made to these 29 routing numbers.

Financial Institution	Number of Changes	Percentage of Changes
Green Dot <sup>2</sup>	1,314	38%
Wells Fargo	401	12%
J.P. Morgan Chase	355	10%
MetaBank	122	4%
The Bancorp.com	113	3%
Bank of America	87	3%
Capital One	45	1%
FNB Bank	36	1%
Citibank	29	1%
Other Routing Numbers	935	27%
<b>Total</b>	<b>3,437</b>	<b>100%</b>

In addition, we reviewed the Direct Express Debit Card Program separately. Comerica Bank was the financial institution that managed the Program. During our review, we identified 1,434 suspicious direct deposit changes made to a beneficiary's account through the Program in September or October 2011.

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<sup>1</sup> These direct deposit changes include those initiated through FIs and the Department of the Treasury's (Treasury) Go Direct program. Go Direct can only be used to switch from a paper check to direct deposit.

<sup>2</sup> Green Dot Corporation is a prepaid debit card provider and uses routing numbers associated with GE Capital Retail Bank and Columbus Bank and Trust Company.